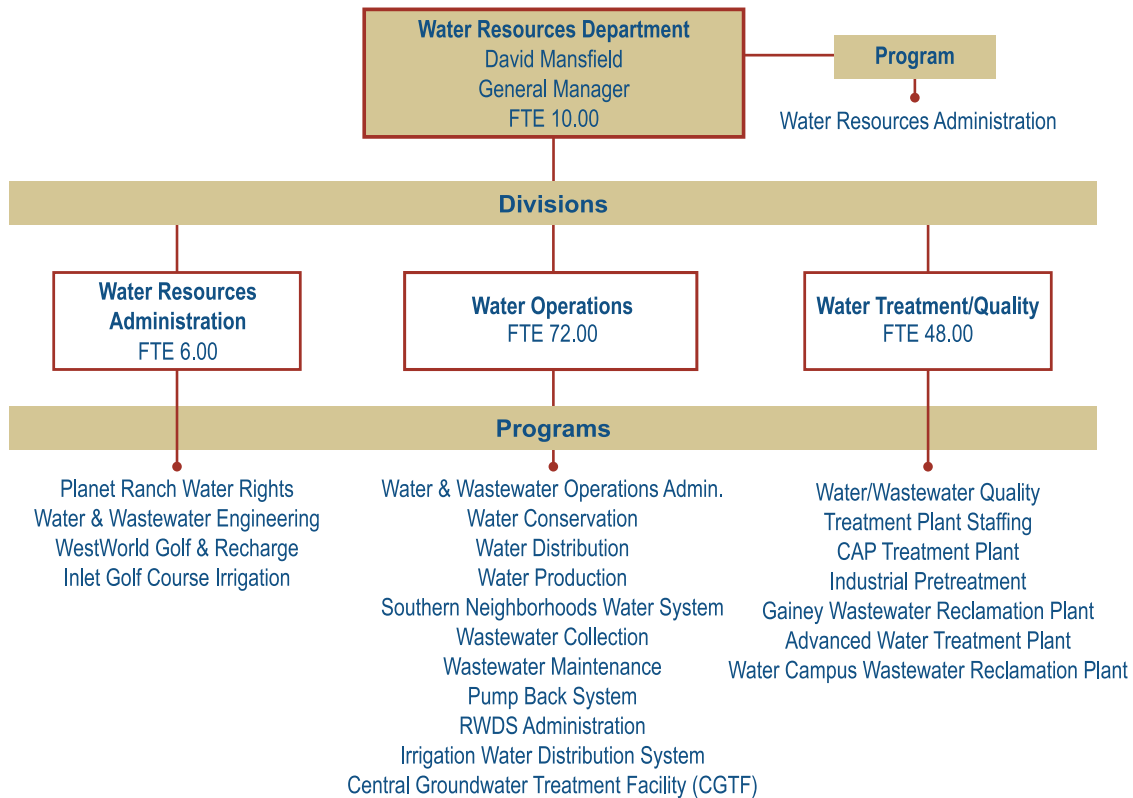


Water Resources Department

Mission

Plan, manage and operate a safe, reliable water supply and wastewater reclamation system and provide efficient, high quality customer service to Scottsdale citizens.



Departmental Staffing

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Full-time Equivalent (FTE)	140.00	139.00	139.00	136.00
% of City's FTE's				6.4%

Departmental Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	\$8,180,588	\$8,748,716	\$8,748,716	\$9,297,861
Contractual Services	14,816,243	16,953,056	18,469,673	17,981,373
Commodities	10,594,681	13,605,015	13,543,955	12,758,005
Capital Outlays	10,495,975	-	65,274	-
Total Prog. Budget	\$44,087,486	\$39,306,787	\$40,827,618	\$40,037,239
% of City's Total Program Operating Budget				14.9%
Grant/Trust Expen.	-	-	-	\$200,000

WATER RESOURCES ADMINISTRATION *Water Resources Department*

Program Description

The Water Resources Administration program provides the Department with leadership and direction while coordinating financial activities, rates and fees and assured water supplies.

Trends

The expense of using non-groundwater sources of supply, as required under the Groundwater Management Act and the Assured Water Supply rules, will continue to increase.

Unfunded Federal and State mandates that impact departmental resources to safeguard the public health continue to increase significantly.

Program Broad Goals

Provide leadership, direction and management to deliver safe, reliable, efficient and effective water and wastewater services to our customers.

Coordinate financial activities that include prudent rates, fees and bond issuances.

Provide a long-term assured water supply for the City.

Program 2003/04 Objectives

Manage the City water and wastewater programs to maintain compliance with all Federal and State requirements.

Assure rates charged for services provided are appropriately priced and development fees pay for growth related capital improvement needs.

Secure and maintain a long term assured water supply for existing and future demand.

Program Provided in Partnership With

Accounting, Budget, Purchasing, Utility Billing, Capital Project Management, Human Resources

Program Customers

City water and wastewater customers, Accounting, Utility Billing, Capital Project Management

Priority Category

Support and Administrative

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite, 10-key calculators, cell phones and pagers

Special Equipment

None

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support \$1,319,536

Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	716,403	864,506	807,055	843,280
Contractual Services	448,792	426,592	840,258	459,724
Commodities	29,756	34,120	34,120	16,532
Capital Outlays	(811)	-	-	-
Total Program Budget	\$1,194,140	\$1,325,218	\$1,681,433	\$1,319,536

WATER RESOURCES ADMINISTRATION *Water Resources Department*

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Increased rate for water service per financial plan	1 1/2%	1 1/2%	5 %	3 %
Increased rate for wastewater service per financial plan	3 %	3 %	1.5%	2.5%

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Completed the annual review, analysis and adjustment of the twenty year financial plan for the water and sewer funds in order to assure proper management of expected revenues and expenditures	yes	yes	yes	yes

Program Staffing

1 Full-time	ADMIN SECRETARY	1.00
1 Full-time	DEPT ADVISOR	1.00
1 Full-time	DRINKING WATER PROGRAM COORD	1.00
1 Full-time	GENERAL MANAGER	1.00
1 Full-time	WATER FINANCIAL SPEC	1.00
2 Full-time	WATER RES ANLST	2.00
1 Full-time	WATER RES DIRECTOR	1.00
1 Full-time	WATER RES OFFICE COORD	1.00
1 Full-time	WATER RES PLANNING ADVISOR	1.00
Total Program FTE		10.00

Prior Year Highlights

Completed updates of the Capital Improvement Plan, Development Fee increases, and the five-and ten-year financial plans to assure financial adequacy.

Maintained a 100-Year Assured Water Supply, which guarantees the City has a long-term supply for all current and committed water users through acquisition and lease of additional surface water supplies.

Program Description

Planet Ranch was acquired in 1984 for the approximately 15,700 acre-feet of water rights associated with it. State requirements for an assured water supply prompted the purchase of long-term supplies for the City. The water could eventually be piped to the CAP canal south of the Ranch for transportation to Scottsdale, or the water rights will be sold or exchanged for other rights.

Trends

Planet Ranch, acquired for water rights, is a large asset that needs to be maintained and protected.

Program Broad Goals

Maintain the physical assets and water rights associated with the Ranch.

Keep the cost of maintaining the Ranch at a minimum while being prepared to resume farming activities to retain the water rights if the State denies the City request for a change of use permit from agriculture to municipal.

Program 2003/04 Objectives

Provide the resources and staffing necessary to maintain the assets and rights of Planet Ranch.

Provide the minimum level of security and maintenance to maintain the Ranch and assets.

Program Provided in Partnership With

Water Resources Administration

Program Customers

Arizona Department of Water Resources,
US Fish and Game, Bureau of Reclamation

Priority Category

Unique

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite,
ranch related equipment

Special Equipment

Farm and ranch equipment including wells,
irrigation systems, tractors, hay balers,
machine shop tools, air compressors,
welder, etc.

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$262,754
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	-	63,882	63,882	66,574
Contractual Services	-	191,370	191,771	157,422
Commodities	-	65,200	65,200	38,758
Total Program Budget	-	\$320,452	\$320,853	\$262,754

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Annual hours expended to perform the minimum level of Ranch maintenance/security to maintain and protect assets and water rights	5,020	5,100	4,500	4,500

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Maintain ranch assets and water rights	yes	yes	yes	yes

Program Staffing

1 Full-time	WATER DISTRIBUTION FIELD COORD	1.00
Total Program FTE		1.00

Prior Year Highlights

Maintained the assets and rights of Planet Ranch.

WATER & WASTEWATER ENGINEERING *Water Resources Department*

Program Description

The Water & Wastewater Engineering program manages the Water and Wastewater Capital Improvement Projects, provides engineering analysis and coordination for all private development of water and wastewater infrastructure within Scottsdale and provides engineering evaluation of various operational and maintenance issues, i.e. arsenic remediation techniques.

Trends

With the unfunded Federal regulatory compliance dates nearing, the engineering and operational impacts are escalating.

Program Broad Goals

Plan, budget, implement and manage the water and wastewater Capital Improvement Projects program.

Initiate, implement and manage engineering design projects to provide best available technologies for water quality issues such as arsenic and disinfection by-product remediation.

Program 2003/04 Objectives

Update the Capital Improvement Projects plan every year.

Manage and coordinate engineering design contracts for water and wastewater treatment issues, including pilot technology testing to determine best available remediation techniques.

Provide the resources to review developer plans to ensure compliance with the City master plan and infrastructure needs.

Program Provided in Partnership With

Capital Project Management, Project Review, Accounting

Program Customers

Capital Project Management, Planning, Financial Services

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite, 10-key calculators

Special Equipment

None

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$410,797
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	378,950	459,636	459,636	342,224
Contractual Services	21,410	73,424	65,924	63,773
Commodities	3,214	10,300	10,300	4,800
Total Program Budget	\$403,574	\$543,360	\$535,860	\$410,797

WATER & WASTEWATER ENGINEERING *Water Resources Department*

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of water and sewer infrastructure stipulations written for development reviews	154	168	170	170

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Completion and approval of updates to the Water, Wastewater and Quality master plans	n/a	yes	n/a	yes
Complete and receive approval of the five-year Capital Improvements Projects plan	yes	yes	yes	yes

Program Staffing

1 Full-time	ENGINEER IN TRAINING	1.00
2 Full-time	SR. WATER RES ENGINEER	2.00
1 Full-time	WATER RES ENGINEER	1.00
1 Full-time	WATER RES PLANNING ADVISOR	1.00
Total Program FTE		5.00

Prior Year Highlights

Updated and implemented the Water Resources master plans.

Reviewed developer plans to assure compliance with the City master plans.

Planned, budgeted, and managed the Capital Improvement Projects program.

Program Description

The WestWorld Golf and Recharge program provides for the contractual obligation for water service to the Sanctuary Public Golf Course. This program also provides for water recharge into the groundwater aquifer as required under the agreement with the U.S. Bureau of Reclamation, which owns the land the facilities are located on. All costs are recovered through rates charged to the Sanctuary Golf Course for the services.

Trends

Contractual obligation to provide water service with all costs recovered through rates charged for the service.

Program Broad Goals

Provide irrigation water service per the agreement, including operation, maintenance and repairs of the water recharge facilities.

Insure that all costs associated with providing this service are recovered through the rates charged under the agreement.

Program 2003/04 Objectives

Effectively operate the system to produce sufficient quantity of irrigation water to meet contractual demands. Maintain all equipment effectively.

Comply with the State Aquifer Protection Permit requirements on recharge.

Assure that all costs allowed under the agreement are recovered through rates charged for the service.

Program Provided in Partnership With

Accounting, Purchasing, Accounts Payable, Payroll

Program Customers

WestWorld Golf Course, Accounting, Arizona Department of Environmental Quality

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite, 10-key calculators

Special Equipment

None

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$124,200
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Contractual Services	-	35,000	35,000	35,000
Commodities	-	52,500	52,500	89,200
Total Program Budget	-	\$87,500	\$87,500	\$124,200

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Supplied water to the Sanctuary Golf Course at WestWorld per agreement during the fiscal year	477 Acre feet	482 af	452 af	450 af

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Provide contract water service to the golf course and recharge facilities with the costs recovered through rates charged	yes	yes	yes	yes

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Managed the water service contract and recovered costs through rates charged to the golf course.
Began recharging CAP water into the aquifer.

INLET GOLF COURSE IRRIGATION

Water Resources Department

Program Description

The Inlet Golf Course Irrigation program provides for the contractual obligation for water service to the Scottsdale Silverado Public Golf Course. All costs are recovered through rates charged for the service.

Program Broad Goals

Provide contractual water service and operation of the Silverado Golf Course water facilities.

Insure that all costs associated with providing this service are recovered through the rates charged under the agreement.

Program 2003/04 Objectives

Effectively operate the system to produce sufficient quantity of irrigation and recharge water to meet contractual demands.

Assure that all costs allowed under the agreement are recovered. Test and calibrate the golf course meter every six months to assure correct measurement and proper billing.

Program Provided in Partnership With Accounting.

Program Customers

Silverado Golf Course, Accounting, Salt River Project

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite, 10-key calculators

Special Equipment

None

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$47,581
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	-	3,812	3,812	4,129
Contractual Services	820	-	-	-
Commodities	-	48,805	48,805	43,452
Total Program Budget	\$820	\$52,617	\$52,617	\$47,581

INLET GOLF COURSE IRRIGATION

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Water supplied to the Silverado Golf Course per agreement during the fiscal year	275 acre feet	360 af	450 af	450 af

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Provide contract water service to the golf course and recharge facilities with all costs recovered through rates charged	yes	yes	yes	yes

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Managed the water service contract and recovered costs through rates charged to the golf course.

WATER & WASTEWATER OPERATIONS ADMINISTRATION

Water Resources Department

Program Description

The Water & Wastewater Operations Administration program provides the water and wastewater operations programs with leadership, direction and support.

Trends

The Water Operations Administration program takes all operations-related phone calls for distribution to the correct area for response. Due to program and system improvements, the number of citizen contacts has declined over the past two years.

Program Broad Goals

Provide leadership, direction and management to the Operations program to ensure the delivery of safe, reliable, efficient and effective services.

Program 2003/04 Objectives

Manage the City water and wastewater Operations programs to provide safe and reliable services and to maintain compliance with all Federal and State requirements.

Monitor and update the High Performance Work System which promotes efficient use of the various disciplines within the Operations programs.

Program Provided in Partnership With

Purchasing, Accounts Payable, Payroll, Utility Billing, Human Resources

Program Customers

City water and wastewater customers, Utility Billing, Arizona Department of Environmental Quality

Priority Category

Support and Administrative

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite, 10-key calculators, two-way radios for communication with field staff

Special Equipment

None

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$876,428
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	748,308	632,022	632,022	614,855
Contractual Services	272,067	317,749	331,977	240,573
Commodities	27,273	28,000	38,702	21,000
Capital Outlays	98,343	-	-	-
Total Program Budget	\$1,145,991	\$977,771	\$1,002,701	\$876,428

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of phone inquiries processed which relate to water and sewer operational issues	35,730	30,853	28,500	27,000

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Achieve a 95% or above customer approval rating for delivery of service within the City of Scottsdale, recorded on a yearly basis through the annual customer outreach program	95%	95%	95%	95%

Program Staffing

4 Full-time	CITIZEN SRVC REP	4.00
1 Full-time	SYSTEMS INTEGRATOR	1.00
1 Full-time	TRAINING / SFTY COORD	1.00
1 Full-time	WATER OPER DIRECTOR	1.00
1 Full-time	WATER OPER SYST COORD	1.00
1 Full-time	WATER RES OFFICE COORD	1.00
1 Full-time	WATER RES PROJ COORD	1.00
Total Program FTE		10.00

Prior Year Highlights

Improvement of the High Performance Work System through implementation of the Work Order Automation System, which utilizes wireless technology.

WATER CONSERVATION

Water Resources Department

Program Description

The Water Conservation program promotes water conservation to citizens through education and incentives, and maintains compliance with the mandated Arizona Department of Water Resources Non-Per Capita Conservation Program.

Trends

As a mandated program, the City is required to provide at least eight water conservation workshops annually.

Program Broad Goals

Promote water conservation and maintain compliance with the State Non-Per Capita Conservation Program.

Program 2003/04 Objectives

Provide water conservation best management practices information to citizens through education, workshops and literature. Complete the thirteen conservation measures required under the Stipulated Agreement with the Arizona Department of Water Resources and report on those measures annually.

Program Provided in Partnership With

Utility Billing, Plan Review, City Attorney

Program Customers

City water customers, Arizona Department of Water Resources

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite, 10-key calculators

Special Equipment

Water audit recording devices

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$470,691
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	197,849	206,548	263,999	280,019
Contractual Services	159,938	174,930	174,930	166,576
Commodities	55,772	29,156	29,156	24,096
Total Program Budget	\$413,559	\$410,634	\$468,085	\$470,691

WATER CONSERVATION

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of water conservation educational workshops provided	30	30	28	18
# of customer service assistance phone calls received by Water Conservation office	2859	2829	2856	2860

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Maintain compliance with Arizona Department of Water Resources requirements under the Stipulated Agreement	yes	yes	yes	yes

Program Staffing

3 Full-time	WATER CONSRVTN SPEC	3.00
1 Full-time	WATER RES ANLST	1.00
Total Program FTE		4.00

Prior Year Highlights

Completed and submitted the annual report on the status of the thirteen conservation measures to the State Department of Water Resources.

Provided water conservation "best management practices" information to citizens through education, workshops and literature.

WATER DISTRIBUTION

Water Resources Department

Program Description

The Water Distribution program provides for operation, maintenance, repair, installation and replacement of the City water distribution system that includes: 1,740 miles of water lines, 8,602 fire hydrants, 79,661 water service lines and 34,878 main line water valves.

Trends

Parts of the water system are old and deteriorating causing leaks and the need for repairs. The aggressive replacement of aging water lines through a Capital Improvement Project will produce a reduction in emergency main repairs.

Program Broad Goals

Deliver safe and reliable potable water to City water customers through the distribution system.

Program 2003/04 Objectives

Minimize service disruptions through preventive maintenance and proper underground utility identification and markings. Deliver the highest level of service and responses to the City water customers.

Program Provided in Partnership With

Utility Billing, Risk Management, Purchasing, GIS Data Services, Plan Review, Inspection Services

Program Customers

City water customers, Utility Billing

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal protective equipment and various hand tools

Special Equipment

Backhoes, dump trucks, pickup trucks, barricades, shoring equipment, boring tools, line pullers, metal detectors, line locators, vacuum units, air compressors, field laptop computers, City band hand held radios, lift cranes water pumps, etc.

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$3,218,659
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	1,598,272	1,574,280	1,574,280	1,734,792
Contractual Services	744,004	778,174	750,336	684,701
Commodities	746,738	935,501	896,937	799,166
Capital Outlays	10,378,689	-	2,774	-
Total Program Budget	\$13,467,70	\$3,287,955	\$3,224,327	\$3,218,659

WATER DISTRIBUTION

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of water line repairs made during the fiscal year	328	300	275	250
# of old service lines proactively replaced during the fiscal year	558	424	325	300

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Achieve a 95% or above customer approval rating for delivery of service within the City of Scottsdale, recorded on a yearly basis through the annual customer outreach program	95%	95%	95%	95%

Program Staffing

11 Full-time	SR. WATER SRVC WRKR	11.00
6 Full-time	WATER / WSTWTR FIELD REP	6.00
2 Full-time	WATER OPER FIELD COORD	2.00
2 Full-time	WATER OPER SUPV	2.00
10 Full-time	WATER SRVC WRKR	10.00
Total Program FTE		31.00

Prior Year Highlights

Implemented a four-year preventative maintenance schedule to reduce the liability and costs of repairing an aging water system.

Implemented a meter change out program to ensure optimum revenue recovery.

Completed the re-organization of the Distribution work group through the High Performance Work System. This system has enhanced productivity by reducing drive time, reducing response times and increasing employee efficiency and system knowledge.

Program Description

The Water Production program provides for operation, maintenance, repair and replacement of 372 Water Production facilities that produces safe clean water to Scottsdale citizens and visitors. Includes 30 potable deep well pump sites, 44 reservoirs with a storage capacity of 39 million gallons, 45 potable water booster pump stations and 280 pressure reducing valve stations. This program also regulates and monitors 7,772 backflow assemblies that require annual inspection under the State mandated Backflow Protection program.

Trends

The rapid growth development in the City over the past few years has slowed, allowing the Water Production staff to focus on preventive and predictive maintenance increasing the efficiency and extending the life of primary equipment.

State law requires that we move from groundwater sources to more expensive surface water sources.

Program Broad Goals

Deliver safe and reliable potable water to City water customers through the production facilities.

Meet the State requirement of reducing groundwater use.

Program 2003/04 Objectives

Minimize service disruptions on all pumping equipment associated within City pump stations, reservoirs and pressure reducing valve stations.

Continue reduction of groundwater withdrawals.

Program Provided in Partnership With

Risk Management, Purchasing, Stores, Parks Recreation Facilities Maintenance, GIS Data Services, Department Support, Capital Project Management, Fleet Maintenance, Plan Review

Program Customers

City water customers

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Hand tools, personal and field laptop computers, two way radios

Special Equipment

Work vehicle, electrical/ohm test meter, calibrating instruments, SCADA telemetry control communication equipment, infrared camera, vibration monitoring meter, numerous meters for troubleshooting electronic equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$6,469,641
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	1,119,602	1,115,685	1,115,685	1,136,216
Contractual Services	5,105,647	4,969,575	5,651,697	4,863,556
Commodities	646,654	454,278	653,606	469,869
Capital Outlays	53	-	22,500	-
Total Program Budget	\$6,871,956	\$6,539,538	\$7,443,488	\$6,469,641

WATER PRODUCTION

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Performed preventative maintenance on pressure-reducing sites in the water system to compensate for new development in higher elevations of the City	146 sites	280 sites	300 sites	320 sites

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Percentage of ground water pumped to total potable water produced during the fiscal year	51%	43%	38%	32%
Protect the potable water system by maintaining the Cross-Connection Program per State regulations. # of properly maintained cross-connection devices (running total).	7,322	8,086	8,986	9,586

Program Staffing

1 Full-time	CMPTRZD MNTCE MGMT SYST	1.00
1 Full-time	CROSS CONNECTION CTRLS SPEC	1.00
1 Full-time	CROSS CONNECTION CTRLS TECH	1.00
1 Full-time	SR. TELEMTRY CTRLS SPEC	1.00
1 Full-time	SR. WATER SRVC WRKR	1.00
2 Full-time	TELEMTRY CTRLS SPEC	2.00
1 Full-time	WATER ELEC	1.00
3 Full-time	WATER ELEC TECH	3.00
5 Full-time	WATER MNTCE TECH	5.00
1 Full-time	WATER MNTCE TECH TRAINEE	1.00
2 Full-time	WATER OPER FIELD COORD	2.00
1 Full-time	WATER OPER SUPV	1.00

Total Program FTE 20.00

Prior Year Highlights

Completed reorganization of the Water Production work group through the High Performance Work System. This system has enhanced production by reducing drive time, reducing time to respond to customer calls for assistance, and increasing employee efficiency and system knowledge.

Completed booster site #126, located at Los Gatos and Pima Rd., which moves CAP water north. This has reduced the dependency on groundwater and its related electrical power and well site maintenance costs.

SOUTHERN NEIGHBORHOODS WATER SYSTEM

Water Resources Department

Program Description

The Southern Neighborhoods Water System program provides for the operation and maintenance of production wells and purchased water costs that are non-reimbursed costs associated with Superfund Central Groundwater Treatment Facility (CGTF). Water Production levels of the CGTF are not sufficient to meet the demand of the service area. Therefore, demand is supplemented by production wells and from purchased water from the City of Phoenix. Costs related to the operation and maintenance of the production wells and purchased water costs are not reimbursed under the EPA Consent Agreement. This program also addresses water quality issues related to the Superfund treatment process, including high nitrate levels, scaling problems and total dissolved solids problems.

Trends

Providing a safe drinking water supply to the citizens of south Scottsdale while reducing the reliance on other sources to meet the demands of the area. The existing production well field supplying the CGTF is over 50 years old and failing. Current modifications to the wells will insure a more reliable supply and thereby reduce the need to purchase high cost water from the City of Phoenix.

Program Broad Goals

Deliver safe and reliable potable water to City water customers through the Southern Neighborhood production facilities.

Meet or exceed all conditions of the EPA Consent Decree for this Superfund site.

Program 2003/04 Objectives

Surpass the minimum daily average pumping goal of 6300 gpm established by the Superfund Consent Decree, which will effectively reduce our need to purchase additional water.

Maintain all equipment effectively.

Program Provided in Partnership With

Water Production, Water Operations Administration

Program Customers

South Scottsdale Water Customers, U.S. Environmental Protection Agency, Arizona Department of Environmental Quality, Maricopa County Health Department

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite

Special Equipment

SCADA, Well Pumping Equipment, Distribution Pump Equipment, Chlorine Analyzers, air stripping column, air scrubber, proposed reverse osmosis equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$3,624,498
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	43,962	3,188	46,588	65,007
Contractual Services	1,114,361	963,074	1,117,326	1,060,074
Commodities	2,345,081	3,163,037	2,765,156	2,499,417
Total Program Budget	\$3,503,404	\$4,129,299	\$3,929,070	\$3,624,498

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of millions of gallons of water purchased from the City of Phoenix during the fiscal year	946	1,636	800	800

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Surpass the minimum pumping goal of 6300 gpm avg daily flow	Yes	Yes	Yes	Yes

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Operated the CGTF at full treatment capacity to easily achieve and exceed the minimum pumping goal of 6300 gpm avg daily flow. In doing so, reliance on purchased water from the City of Phoenix is reduced.

Completion of repairs and modifications to the production wells that supply the CGTF, which provides a reliable water, source for the future.

WASTEWATER COLLECTION

Program Description

The Wastewater Collection program provides operations and maintenance for the sewer lines and transmission lines that collect wastewater, including odor control, for all wastewater customers within the Scottsdale service area.

Trends

Through the pro-active scheduling of cleaning, treatment of manholes for roaches and video inspections of new sewer installations, the number of odor and roach complaints and sewer stoppages has been greatly reduced over the last several years.

Program Broad Goals

Safe, continuous transport of all wastewater within the City of Scottsdale.

Ensure correct sewer line operating conditions to avoid odor complaints.

Program 2003/04 Objectives

Complete scheduled sewer cleaning maintenance program for one-third of the system annually.

Video inspection of 100 % of all new sewer installations and one-third of the existing system annually.

Reduce the number of roach complaints in the sewer system.

Program Provided in Partnership With

Fleet Maintenance, Capital Project Management, Risk Management, Utility Billing, GIS Data Services.

Program Customers

City wastewater customers, U.S. Environmental Protection Agency, Department of Environmental Quality, Maricopa County Health Department.

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal protective equipment, various hand tools

Special Equipment

City owned and operated hydro truck, confined space equipment, gas monitors, metal locaters, backhoes, dump truck, air compressors, shoring equipment, hand held City band radios, pick-up trucks, desktop and truck mounted computer, chlorine trailer, self contained breathing apparatus (SCBA's).

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$603,904
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	123,383	123,771	123,771	137,940
Contractual Services	387,951	430,916	635,179	465,964
Commodities	46	4,000	4,000	-
Total Program Budget	\$511,380	\$558,687	\$762,950	\$603,904

WASTEWATER COLLECTION

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of roach complaints received during the fiscal year	206	175	140	140
# of sewer stoppages reported during the fiscal year	55	31	30	29

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Achieve a 95% or above customer approval rating for delivery of service within the City of Scottsdale	95%	95%	95%	95%
Completed annual treatment for roach control in the City sanitary sewer manholes	11,000	12,000	12,000	12,000

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Reduced sewer overflows and odor complaints significantly through the implementation of a three-year preventative maintenance program.

Cleaned one-third of the 1,154 miles of sewer mains.

Over 22,000 sewer manholes were treated for roach control.

Video taped all new and a portion of the existing sewer mains.

WASTEWATER MAINTENANCE

Water Resources Department

Program Description

The Wastewater Maintenance program operates maintains and repairs 33 sewer pump stations in the wastewater collection system, including electrical, mechanical, SCADA and odor control needs. The sites are monitored 24 hours per day per the radio telemetry system and physically checked on a weekly basis.

Trends

Through a staff reorganization Water/Waste Production dedicated four persons (1.08 FTEs) to assume the lift station maintenance as part of their normal assigned duties. Since this reorganization, the employees assigned have increased preventive maintenance reducing required repairs and overtime.

Program Broad Goals

Operate and maintain sewer lift stations without spills or odor complaints.
Meet or surpass all State and Federal regulatory requirements.

Program 2003/04 Objectives

Maintain all equipment effectively.
Reduce chemical costs related to odor control within the system.

Program Provided in Partnership With

Risk Management, Purchasing, Stores, GIS Data Services, Department Support, Capital Project Management, Fleet Maintenance and Operations

Program Customers

City wastewater customers, U.S. Environmental Protection Agency, Department of Environmental Quality, Maricopa County Health Department

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Hand tools, personal computer odor monitoring meters

Special Equipment

The equipment involved includes electric pumps, telemetry control system (SCADA) communications equipment, generator, odor control system, work vehicle, calibrating instruments, infrared camera, vibration monitoring meter, odor monitoring meter and numerous meters for trouble shooting electronic equipment.

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$354,213
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	95,848	101,491	101,491	101,601
Contractual Services	182,214	171,116	172,790	189,172
Commodities	42,539	48,000	88,000	63,440
Total Program Budget	\$320,601	\$320,607	\$362,281	\$354,213

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of sewer lift station repairs during the fiscal year	350	301	275	250
# of hours of overtime needed to make sewer lift station repairs during the fiscal year	251	98.5	75	60

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Minimize sewer discharges that cause a "Notice of Violation" to be issued by the State	4 sewer discharges	3 sewer discharges	2 sewer discharges	1 sewer discharge

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Reduced contract cleaning costs for the lift stations through an aggressive preventive maintenance program, thus reducing contractor cleaning costs from an annual average of \$25,000 to \$10,000 in FY 2002/03.

Continued to control sewer odors at all sewer lift stations.

PUMP BACK SYSTEM

Program Description

The Pump Back System program operates and maintains five large Pump Back Stations designed to pump up to 32 million gallons of sewage to the Water Campus where it is treated for golf course irrigation and/or groundwater recharge use. The maintenance needs include electrical, SCADA, mechanical and odor control. The sites are continually monitored 24 hours per day per the radio telemetry system and physically checked on a daily basis.

Trends

The increase in the number of large wastewater stations from 3 to 5 sites in FY 02/03 will decrease the amount of sewage sent to the jointly owned multi-city wastewater treatment plant which will enable Water Resources to maximize use of available effluent.

Program Broad Goals

Operate and maintain pumpback stations without spills or odor complaints.

Meet or surpass all Federal and State regulatory requirements.

Program 2003/04 Objectives

Maintain all equipment effectively.

Reduce chemical costs related to odor control within the system.

Program Provided in Partnership With

Risk Management, Purchasing, Stores, GIS Data Services, Department Support, Capital Project Management, Fleet Maintenance and Operations

Program Customers

Reclaimed Water Distribution System (RWDS), Arizona Department of Environmental Quality, Arizona Department of Water Resources

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Hand tools, personal computer odor monitoring meters

Special Equipment

The equipment involved includes electric pumps, telemetry control system communications equipment (SCADA), generators, odor control systems, work vehicle, calibrating instruments, infrared camera, vibration monitoring meter, odor monitoring meter, numerous meters for trouble shooting electronic equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support \$1,621,062

Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	212,626	229,150	229,150	263,296
Contractual Services	956,077	964,815	976,535	964,356
Commodities	243,603	392,410	487,930	393,410
Capital Outlays	10,403	-	40,000	-
Total Program Budget	\$1,422,709	\$1,586,375	\$1,733,615	\$1,621,062

PUMP BACK SYSTEM

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of million gallons per day of wastewater pumped to the City Water Campus for treatment	9	10	14	14

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of times the facility is shutdown (Program goal is zero per year)	1	0	0	0

Program Staffing

1 Full-time	WSTWTR COLLECTION SPEC	1.00
3 Full-time	WSTWTR COLLECTION TECH	3.00
Total Program FTE		4.00

Prior Year Highlights

Completed the last phase with two new pumpback stations brought on line. These sites will increase the ability of this system to provide an additional 6 mgd of flow to the Water Campus. In addition the eastside system allows for uninterrupted flow into the Water Campus, protecting the living organisms used in the treatment process.

Program Description

The RWDS Administration program provides for the contractual obligation for operation and maintenance for the Reclaimed Water Distribution System, providing irrigation water service for 22 private golf courses. It includes five booster stations and separate pipeline paid for by RWDS customers. All costs are recovered through rates charged to RWDS customers.

Trends

Due to system use and age, maintenance is increasing. Although there have been no major problems within the system, minor equipment replacement needs will increase. Also due to electric equipment being outdated, parts are no longer obtainable. Water Production has outlined a 4-year equipment replacement program beginning in FY 02/03.

Program Broad Goals

Meet all contractual obligations to provide irrigation water service.
Insure that all costs associated with providing this service are recovered through the rates charged under the agreement.

Program 2003/04 Objectives

Effectively operate the system to produce sufficient quantity and quality of irrigation water to meet contractual demands.

Maintain all equipment effectively.

Assure that all costs allowed under the agreement are recovered.

Program Provided in Partnership With

Utility Billing, Risk Management, Purchasing, Stores, GIS Data Services, Capital Project Management, Fleet Maintenance and Operations

Program Customers

RWDS customers, Arizona Department of Environmental Quality

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Hand tools, personal protection equipment, work uniforms, and personnel computer

Special Equipment

Work vehicle, electrical/ohm test meter, calibrating instruments, SCADA communication equipment, infrared camera, vibration monitoring meter, numerous meters for trouble shooting electronic equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$1,828,164
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	-	40,697	40,697	60,436
Contractual Services	-	1,317,556	1,325,978	1,191,228
Commodities	-	365,000	373,522	576,500
Total Program Budget	-	\$1,723,253	\$1,740,197	\$1,828,164

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of RWDS maintenance hours expended during the fiscal year	813	940	850	750
Acre feet of water provided to the RWDS courses annually (1 acre foot = 325,851 gallons)	10,295	12,437	13,000	13,000

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Provide contract water service to the RWDS golf courses with all costs recovered through rates charged	yes	yes	yes	yes

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Began a four-year equipment replacement program to reduce the current trend of increased hours required in the maintenance of 5 booster stations pumping irrigation water to the RWDS customers.

Reduced maintenance hours to 850 total.

Tested and calibrated all RWDS meters every 3 months.

IRRIGATION WATER DISTRIBUTION SYSTEM

Water Resources Department

Program Description

The Irrigation Water Distribution System program provides for the contractual obligation for operations and maintenance of the Irrigation Water Distribution System serving four private golf courses and associated recharge facilities. Includes separate pipeline, nine recharge wells, seven booster stations and three backup water wells paid for by IWDS customers. All costs are recovered through rates charged to IWDS customers.

Trends

The IWDS system will begin operation in July 2003. It will be fully operational, including recharge of Carefree basin per State requirements, in FY 03/04.

Program Broad Goals

- Meet all contractual obligations to provide irrigation water service.
- Insure that all costs associated with providing this service are recovered through the rates charged under the agreement.
- Recharge water into the Carefree Basin Aquifer when excess water is available.

Program 2003/04 Objectives

- Effectively operate the system to produce sufficient quantity and quality of irrigation water to meet contractual demands.
- Maintain all equipment effectively.
- Assure that all costs allowed under the agreement are recovered.
- Recharge water into the Carefree Basin Aquifer and comply with the Aquifer Protection Permit requirements on recharge.

Program Provided in Partnership With

Risk Management, Purchasing, Stores, GIS Data Services, Department Support, Capital Project Management, Fleet Maintenance and Operations

Program Customers

The IWDS golf courses, Arizona Department of Environmental Quality, Arizona Department of Water Resources

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Hand tools, personal protection equipment, work uniforms, personal computer

Special Equipment

Work vehicle, electrical/ohm test meter, calibrating instruments, SCADA communication equipment, infrared camera, vibration monitoring meter, numerous meters for trouble shooting electronic equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$1,005,040
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	-	48,740	48,740	108,078
Contractual Services	-	387,776	381,944	757,962
Commodities	-	102,000	102,000	139,000
Total Program Budget	-	\$538,516	\$532,684	\$1,005,040

IRRIGATION WATER DISTRIBUTION SYSTEM

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of acre feet of water (325,851 gallons in each acre foot) delivered to IWDS customers	n/a	n/a	400	1,475
# of acre feet of water recharged as part of the IWDS project	n/a	n/a	0	1175

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Provide contract water service to the IWDS golf courses and recharge facilities with the costs recovered through rates charged	n/a	n/a	yes	yes

Program Staffing

1 Full-time	WATER ELEC TECH	1.00
Total Program FTE		1.00

Prior Year Highlights

The IWDS system will be completed and brought on line in July 2003. Program employees, together with C.P.M. will become familiar with all operations and the equipment prior to start up.

CENTRAL GROUNDWATER TREATMENT FACILITY (CGTF)

Water Resources Department

Program Description

The Central Groundwater Treatment Facility (CGTF) program provides for the contractual obligation with the EPA Consent Decree to operate and maintain the Superfund air stripping plant designed to remove Volatile Organic Compounds (VOC) found in the City's groundwater supply in the early 1980's. The main VOC of concern is trichloroethylene (TCE). EPA identified the area as the North Indian Bend Wash (NIBW) Superfund Site and the CGTF was constructed in 1993-94 in accordance with the 1991 Consent Decree (CIV-91-1835-PHX-WPC). The CGTF was constructed by the NIBW participating companies responsible for the contamination and transferred ownership to the City on March 18, 1994. All costs are reimbursed by the Participating Companies.

Trends

Providing a safe drinking water supply to the customers of south Scottsdale while assisting the EPA in plume management and control is a key trend that will be monitored and analyzed. It is anticipated that the continued pumping of the contaminated aquifers will diminish the plume in both size and concentration. We will be looking to reduce levels of VOCs remaining in the aquifer while maintaining the volume of water required to meet system demands.

Program Broad Goals

Meet or exceed all Effective Remediation Goals set in the Superfund Consent Decree to achieve effective remediation of the contaminated groundwater.

Maintain High Standard of Regulatory Compliance.

Program 2003/04 Objectives

Effectively operate the CGTF plant to meet the minimum pumpage goal of 6300 gpm daily avg as required.

Maintain all equipment effectively.

Perform required sampling and reporting of data.

Program Provided in Partnership With

Risk Management, Purchasing, Accounts Payable, Payroll, Water Operations Administration

Program Customers

South Scottsdale water customers, EPA, Superfund, Arizona Department of Environmental Quality, Maricopa County Health Department

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite

Special Equipment

SCADA, Well Pumping Equipment, Process air fans, Natural Gas Heaters, GAC contactors

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$1,037,762
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	-	218,227	174,827	145,328
Contractual Services	-	394,418	393,518	506,434
Commodities	-	1,772,875	1,772,875	386,000
Total Program Budget	-	\$2,385,520	\$2,341,220	\$1,037,762

CENTRAL GROUNDWATER TREATMENT FACILITY (CGTF)

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of pounds of Volatile Organic Compounds removed annually through the CGTF treatment process	4,007	3,073	2,760	2,500

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Met Superfund Consent Decree minimum pumping goal of 6300 gpm avg daily flow	Yes	Yes	Yes	Yes
Maintained high level of regulatory compliance	yes	yes	yes	yes

Program Staffing

1 Full-time	CMPTRZD GRND TRTMNT FAC	1.00
1 Full-time	WATER MNTCE TECH	1.00
Total Program FTE		2.00

Prior Year Highlights

Operated the CGTF at full treatment capacity to easily achieve the minimum pumping goal of 6300 gpm avg daily flow. In doing so, the effective capture and reduction of the NIBW contaminated plume size and concentration will meet the expectations set forth by EPA.

Maintained current operating parameters and a strict sampling program to insure the CGTF remains in compliance with all the regulatory agencies involved in the oversight of operations.

WATER/WASTEWATER QUALITY

Water Resources Department

Program Description

The Water/Wastewater Quality program manages the water and wastewater quality groups to insure water quality and compliance with federal regulations. Operates the water and wastewater quality laboratories.

Trends

With the existing and proposed unfunded Federal regulatory mandates (ie.arsenic and the proposed disinfection by-products regulations), the impacts on this program will increase.

Program Broad Goals

Insure that the City Water Resources Department is in compliance with all water and wastewater quality regulations.

Program 2003/04 Objectives

Provide testing and analysis to assure compliance.

Program Provided in Partnership With

Risk Management, Purchasing, Accounts Payable, Payroll

Program Customers

Wastewater customers, Wastewater Reclamation, Industrial Pretreatment, Superfund, Water Resources, Arizona Department of Environmental Quality

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite

Special Equipment

Laboratory instruments

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$1,597,293
Grant/Trust Receipts	200,000
Total Program Budget	\$1,797,293

Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	785,466	963,640	963,640	1,08,7727
Contractual Services	491,745	458,724	464,525	359,141
Commodities	144,710	143,325	144,667	150,725
Capital Outlays	1,619	-	-	-
Subtotal	\$1,423,540	\$1,565,689	\$1,572,832	\$1,597,293
Grant/Trust Expenditure	-	-	-	200,000
Total Program Budget	\$1,423,540	\$1,565,689	\$1,572,832	\$1,797,293

WATER/WASTEWATER QUALITY

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of water and wastewater quality tests performed annually	17,200	17,672	23,943	23,787

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Maintained a high level of regulatory compliance for the drinking water system	yes	yes	yes	yes
Pounds of Trichloroethylene (TCE) and other volatile organic chemicals removed from ground water	3756	2762	2500	2200

Program Staffing

2 Full-time	CHEMIST I	2.00
1 Full-time	CHEMIST I	1.00
5 Full-time	CHEMIST II	5.00
1 Part-time	DRINKING WATER PROGRAM COORD	0.50
1 Full-time	LAB & WATER QLTY MGR	1.00
1 Full-time	QLTY ASSUR & REG COMPL SUPV	1.00
1 Full-time	SR. CHEMIST	1.00
2 Full-time	WATER CAMPUS COMPLIANCE SPEC	2.00
2 Full-time	WATER QLTY SAMPLER	2.00
1 Full-time	WATER QLTY SPEC	1.00
Total Program FTE		16.50

Prior Year Highlights

Managed the drinking water regulatory program to safeguard the public health. Identified and reported drinking water quality results to regulators and operators

Managed the water quality laboratory to perform analysis and provided necessary data for compliance and process control.

TREATMENT PLANT STAFFING

Program Description

The Treatment Plant Staffing program is designed to capture salaries and individual costs for the multi-tasked professional staff for all of the treatment plants. Staffing costs are located in this program and time worked at each separate plant is charged to the appropriate Treatment program. All operators are trained and State certified to operate all treatment plants, which enables them to rotate from plant to plant.

Trends

This program was established to separately track administration, operations and maintenance treatment plant staff related costs at the Water Campus and Gainey Ranch Treatment plants.

Program Broad Goals

Facilitate rotation of water treatment plant operators.

Program 2003/04 Objectives

Track treatment plant staffing costs.

Program Provided in Partnership With

Human Resources.

Program Customers

Treatment and Water Quality

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite

Special Equipment

None

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$959,438
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	832,611	880,625	880,625	941,452
Contractual Services	55	7,113	7,113	6,471
Commodities	858	11,515	11,515	11,515
Total Program Budget	\$833,524	\$899,253	\$899,253	\$959,438

TREATMENT PLANT STAFFING

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of hours expended in operation of three Water Campus treatment plants	4,380	4,380	4,380	4,380

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Treatment plants operate with full staff 100% of the time	yes	yes	yes	yes

Program Staffing

1 Full-time	ADMIN SECRETARY	1.00
1 Full-time	MNTCE HVAC TECH	1.00
1 Full-time	PROCESS CTRL ANLST	1.00
1 Full-time	REG COMPLIANCE ANLST	1.00
1 Full-time	SR. WATER MNTCE TECH	1.00
1 Full-time	SR. WATER PLANT OPER	1.00
1 Part-time	SUPPORT SPECIALIST	0.50
4 Full-time	WATER/WSTWTR PLANT SR. OPER	4.00
1 Full-time	WATER/WSTWTR TRTMNT MGR	1.00
12 Full-time	WATER/WSTWTR TRTMNT PLANT OP	12.00
1 Full-time	WATER/WSTWTR TRTMNT QLTY DIREC.	1.00
1 Full-time	WATER CAMPUS MNTCE SPEC	1.00
2 Full-time	WATER CAMPUS MNTCE TECH	2.00
1 Full-time	WATER ELEC TECH	1.00
1 Full-time	WATER RES TECH PLAN/SUPRT COOR.	1.00

Total Program FTE 29.50

CAP TREATMENT PLANT

Water Resources Department

Program Description

The CAP Water Treatment Plant program provides for operations, maintenance and repair of the City's 50 million gallon drinking water facility.

Trends

As a result of restrictions on ground water usage, the City will continue to maximize use of available surface water supplies in areas historically served by groundwater. The existing groundwater supply will be used to supplement high summer demand and provide drought protection.

Program Broad Goals

Provide a sufficient quantity of drinking water that surpasses all Federal and State requirements for City water customers.

Maximize surface water use in place of groundwater use as required by the State.

Program 2003/04 Objectives

Effectively operate the treatment plant to produce water quantity and quality that consistently surpasses all requirements.

Maintain all equipment effectively.

Program Provided in Partnership With

Risk Management, Purchasing, AP & Payroll

Program Customers

Water Quality Laboratory, Arizona
Department of Environmental Quality

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite

Special Equipment

Plant equipment, feed systems, pumps, laboratory equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$7,496,490
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	386,861	360,944	360,944	421,349
Contractual Services	845,394	461,612	470,133	1,008,516
Commodities	5,367,558	5,223,663	5,233,616	6,066,625
Capital Outlays	7,680	-	-	-
Total Program Budget	\$6,607,493	\$6,046,219	\$6,064,693	\$7,496,490

CAP TREATMENT PLANT

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
% of CAP surface water use of the total water demand	44%	50%	63%	65%

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# days that the CAP Water Treatment Plant operates in compliance with federal drinking water standards	365	365	365	365
# days that the CAP finished water turbidity is 80% better than EPA standard of .5 NTU	365	365	365	365

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Treated and distributed an average of 48 million gallons per day.

Surpassed all Safe Drinking Water Act (SDWA) water quality standards.

INDUSTRIAL PRETREATMENT

Program Description

The Industrial Pretreatment program regulates and monitors industry sewer discharges for pollutants, toxic chemicals, including restaurant discharges of fats, oils and grease into the City wastewater system. The work performed prevents clogging of the collection system and associated odor problems.

Trends

Influx of new industries and restaurants into the City will require a continuing effort to upgrade inspection and enforcement capabilities.

Program Broad Goals

Insure compliance with industrial discharge permits for all permitted discharges.

Insure compliance with grease discharge regulations.

Program 2003/04 Objectives

Monitor and sample industrial users.

Inspect over 900 restaurants yearly for compliance.

Program Provided in Partnership With

Risk Management, Purchasing, Accounts Payable, Payroll

Program Customers

Industrial and restaurant customers, Water Resources, Sub Regional Operating Group (SROG), Arizona Department of Environmental Quality

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite

Special Equipment

Wastewater sampling equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support \$163,238

Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	130,699	146,220	146,220	127,651
Contractual Services	33,193	27,665	28,903	21,857
Commodities	28,952	17,030	17,030	13,730
Total Program Budget	\$192,844	\$190,915	\$192,153	\$163,238

INDUSTRIAL PRETREATMENT

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of restaurants inspected yearly	210	255	350	500

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Maintained compliance with the Industrial Pretreatment and Fats, Oils and Grease regulatory programs	yes	yes	yes	yes

Program Staffing

2 Full-time WATER QLTY SPEC	2.00
Total Program FTE	2.00

Prior Year Highlights

Performed over 900 of inspections to prevent grease buildups and associated odor problems from restaurants.

Performed 10 site inspections of seven different significant industrial sewer users.

Scottsdale, in partnership with the other Sub Regional Operating Group (SROG) members, was selected as the first place winner in the EPA 2002 Clean Water Act recognition award for best pretreatment program in the 100 and greater significant industrial user category.

GAINEY WASTEWATER RECLAMATION PLANT

Water Resources Department

Program Description

The Gainey Wastewater Reclamation Plan program provides wastewater treatment at a small (2 mgd) regional plant to irrigate the 36 hole Gainey Ranch golf course with reclaimed water.

Trends

This satellite facility has been refurbished to include phosphorus reduction as requested by Gainey Ranch. The plant is aging and will require increased levels of corrective maintenance.

Program Broad Goals

Treat wastewater to irrigation standards to meet the contractual demands at Gainey Ranch.

Insure compliance with effluent re-use water quality standards.

Program 2003/04 Objectives

Effectively operate the treatment plant to produce a consistent quantity and quality of irrigation water that exceeds all contract and State requirements.

Maintain all equipment effectively.

Assure that the effluent is used only as permitted by the State.

Program Provided in Partnership With

Risk Management, Purchasing, Accounts Payable, Payroll

Program Customers

Gainey Ranch Golf Course, Water Resources

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite

Special Equipment

Plant equipment, feed systems, pumps, laboratory equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$338,935
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	117,668	115,197	115,197	130,296
Contractual Services	118,858	191,384	193,384	163,639
Commodities	53,135	47,300	47,675	45,000
Total Program Budget	\$289,661	\$353,881	\$356,256	\$338,935

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of odor complaints from the Gainey Ranch Treatment Plant process	1	0	0	0

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Met the contractual and regulatory obligations for supplying Gainey Ranch with treated effluent for irrigation use on the Golf Course and common areas	yes	yes	yes	yes

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Treated and distributed an average of 1.8 million gallons per day of treated wastewater for irrigation use.
Surpassed or met all reuse permit water quality and EPA reuse water quality standards.

ADVANCED WATER TREATMENT PLANT

Water Resources Department

Program Description

The Advanced Water Treatment Plant program provides for advanced treatment of excess wastewater to drinking water standards for recharge into the groundwater, surpassing all Federal and State regulatory requirements and contributing toward achieving State Groundwater Management Act Assured water supply goals.

Trends

The Water Resources Master plan in compliance with the State Assured Water Supply program, requires recharge of highly treated wastewater and excess CAP water to meet our future water needs and obtain "safe-yield".

Program Broad Goals

Insure the highest water quality standards for recharged water are met.

Insure sufficient water is recharged to meet the requirements of the Master Plan and Assured Water Supply.

Program 2003/04 Objectives

Operate the treatment plant to assure quality of treated water for recharge use exceeds all requirements.

Maintain all equipment effectively.

Operate the system effectively to recharge a minimum of 5,800 acre-feet of water annually.

Program Provided in Partnership With

Risk Management, Purchasing, Accounts Payable, Payroll.

Program Customers

Water Resources.

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite

Special Equipment

Plant equipment, feed systems, pumps, laboratory equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$1,158,976
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	191,406	235,511	235,511	269,196
Contractual Services	608,647	810,152	815,128	640,510
Commodities	228,275	213,500	214,820	249,270
Total Program Budget	\$1,028,328	\$1,259,163	\$1,265,459	\$1,158,976

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Acre feet of water recharged during the fiscal year	3,500	4,200	5,800	5,800

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Met or exceeded the planned recharge amounts of high quality treated water	yes	yes	yes	yes

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Treated approximately 5,300 acre-feet of reclaimed wastewater and raw CAP water for recharge purposes.

Surpassed all EPA drinking water standards for water treated.

WATER CAMPUS WASTEWATER RECLAMATION PLANT

Water Resources Department

Program Description

The Water Campus 12 mgd Wastewater Reclamation Plant treats wastewater collected in the City north of Indian Bend Rd., for reuse on golf courses and for recharge the groundwater aquifer.

Trends

Growth will impact the amount of wastewater treated at the plant and increased flow will impact the treatment budget.

Program Broad Goals

Surpass all reuse water quality standards for all irrigation water supplied to RWDS and IWDS contractual golf course customers.

Program 2003/04 Objectives

Effectively operate the treatment plant to produce irrigation water from wastewater that surpasses all standards.

Maintain all equipment effectively.

Assure that the effluent is used only as permitted by the State.

Program Provided in Partnership With

Risk Management, Purchasing, Accounts Payable, Payroll, RWDS golf course irrigation, Irrigation Water Distribution System

Program Customers

Water Resources, RWDS, IWDS, Arizona Department of Environmental Quality

Priority Category

Mission Critical

City Council Broad Goal(s)

Fiscal and Resource Management

Basic Equipment

Personal computers, Microsoft Office Suite

Special Equipment

Plant equipment, feed systems, pumps, laboratory equipment

Resources for the FY 2003/04 Budget

Enterprise Fund User Fees/Charges/Support	\$5,047,939
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Expenditures by Type

	Actual 2001/02	Adopted 2002/03	Estimate 2002/03	Adopted 2003/04
Personal Services	500,676	360,944	360,944	416,715
Contractual Services	3,325,071	3,399,921	3,436,467	3,974,724
Commodities	630,518	443,500	460,680	656,500
Total Program Budget	\$4,456,265	\$4,204,365	\$4,258,091	\$5,047,939

WATER CAMPUS WASTEWATER RECLAMATION PLANT

Water Resources Department

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
# of million gallons per day of wastewater treated during the fiscal year	10.8	11	12	13

Program/Service Outcomes: (based on goals and objectives)

	Actual FY 2000/01	Actual FY 2001/02	Estimated FY 2002/03	Projected FY 2003/04
Met the contractual irrigation needs of the RWDS golf courses	yes	yes	yes	yes
Met or surpassed the Arizona State Environmental Quality regulations for re-use of treated wastewater	yes	yes	yes	yes

Program Staffing

No specific staff positions or FTE's are assigned to this program.

Prior Year Highlights

Treated and distributed an average of 12 million gallons per day of wastewater.

Surpassed all reuse permit water quality and EPA reuse water quality standards.

